

# 911 Dispatcher

## Police Department

Under general supervision of the Communications Supervisor to operate equipment and coordinate all emergency calls coming into the police and fire departments. Position requires constant contact with the public in stressful situations that require clear thinking, calmness, stability, and good judgment. Answers 911 emergency phone lines and non-emergency lines; obtains necessary information about emergencies or complaints; determines what fire or police equipment is needed on the scene; contacts police officers and fire personnel in the field via two-way radio and relays emergency information and pertinent data. Monitors water tower flow alarm and various police radio frequencies; operates electronic data terminal to review various law enforcement records; transmits relevant information to field officers as requested. Notifies off-duty and on-call personnel when additional manpower is needed. Helps general public at front counter; confirms warrants; releases impounded vehicles. Monitors teletype for severe weather bulletins; broadcasts warnings over radio channels. Monitors burglar alarm systems; performs periodic tests on police and fire radio and warning equipment; types reports; files and maintains various dispatch logs and records. Monitors closed circuit television equipment; notarizes statements; changes daily tapes in computer room; updates and maintains emergency contact information. Performs routine equipment operation verifications.

**Hours:** Shift work, may work nights, weekends & holidays. 38.75 hr work week.

**Salary:** \$14.10/hour

Town of Addison  
Human Resources Department  
16801 Westgrove Drive  
Addison, Texas 75001-9010

Phone: (972) 450-2818  
Fax: (972) 450-2835  
[www.ci.addison.tx.us](http://www.ci.addison.tx.us)

## Minimum Requirements

*All positions require a clear background, clear pre-employment drug screen, valid Texas driver's license and safe driving record.*

- Two years' related work experience, preferably with the Computer-Aided Dispatch System (CAD).
- High school diploma or GED.
- Type a minimum of 25 words per minute.
- General knowledge of office procedures such as filing, bookkeeping, and records maintenance.
- Skill in the operation of dispatch equipment, computers, and two-way radio.
- Ability to speak clearly and distinctly over the telephone and to remain calm, pleasant, and steady in highly stressful circumstances.
- Ability to read, interpret, and apply communications equipment operating manuals as reference materials.
- Ability to establish and maintain harmonious working relationships with fellow employees, Town officials, and the general public.
- Must obtain State Dispatcher Certification within one year of hire as a condition of continued employment.
- Notary license will also be required.

Position posted:  
July 29, 2005

For more information,  
call Human Resources at (972) 450-2818.

## TEST DATE

**Tuesday, August 16**

**5:30 p.m.**

**Please call 972-450-2818 to  
register for the test.**



## Additional Information on the Hiring Process

This position is covered 24 hours a day with shifts from 6:00 a.m.-2:00 p.m., 2:00 p.m.-10:00 p.m., and 10:00 p.m.-6:00 a.m. Shift choices are bid upon by seniority every 6 months. **There is no guarantee of which shift a Dispatcher will be assigned to, and the Dispatcher may be required to work weekends and holidays.**

If you are interested in the Dispatcher position and meet the minimum qualifications, we invite you to complete the first step in the application process, which is a test of listening skills. **This test will be given on Tuesday, August 16th at 5:30 p.m. at the Addison Service Center, 16801 Westgrove Drive, Addison, Texas, 75001. Please call 972-450-2818 by August 15th to register for the test.**

You will be given a brief orientation about the Dispatcher job and test instructions. No one may be admitted after the testing starts. The test will be graded in the week after the test is administered. Those applicants receiving a passing score will then be contacted to take the keyboarding test. Those applicants passing the keyboarding test will be given a Police Department application to complete.

The completed applications will be reviewed by the Police Department to choose the candidates with the best combination of test scores and relevant experience. These candidates will go forward to the next step in the application process, which is an interview panel. After the interviews, selected candidates will go forward in the process with a background investigation and polygraph exam. A candidate may be eliminated at any time in the application process. All the above will be taken into consideration in choosing the best person for this important position.